

Welcome

Welcome to UCI Health

We are proud to provide you personalized, leading-edge care within our community, enriched by our affiliation with the University of California, Irvine. We are committed to being the friendliest and most accessible academic health system in the nation.

When you or a loved one is hospitalized at our UCI Medical Center in Orange, you will be cared for in one of our state-of-the-art facilities: Douglas Hospital or University Tower. Both provide exceptional care consistent with the high standards of UCI Health.

As Orange County's only academic health system and only Level 1 trauma center, our hospital provides a 459-bed capacity and a variety of room settings. We offer shared and private rooms for patients requiring isolation for certain medical conditions, ensuring a personalized care environment.

Discover. Teach. Heal.

Embrace the UCI Health experience and our mission: "Discover. Teach. Heal." As an academic medical center, we not only deliver advanced medicine, but we are also shaping the future of healthcare through our educational programs and groundbreaking research.

In our welcoming and healing environment, you will notice that multiple teams are caring for you. This includes students, residents and faculty who may be closely involved in your care.

A leader in excellence

At UCI Health, our vision is clear: to be the best place to give and receive care. We take great pride in our Magnet recognition for nursing excellence, a distinction that places us among the nation's top hospitals and reflects the extraordinary care you can expect from us.

Our care teams are eager to provide you with exceptional care and service.

Thank you for choosing UCI Health.



Chad T. Lefteris
CEO
UCI Health

During your stay

Personal belongings



We care about your personal belongings, but your health and medical needs are our top priority. UCI Health cannot replace lost or misplaced items. We suggest that you only bring things you need like eyeglasses, hearing aids and dentures to the hospital. It is important for patients to keep track of these items themselves.

During your stay, you may need to move around the hospital because of your medical condition. That is why it is best not to bring or keep valuable items with you.

Please leave all valuables at home, give them to a family member or friend when you come to the hospital. This includes cash, checkbooks, credit cards, jewelry, wallets, purses, cell phones, laptops, iPads and anything else that is important to you.

If you cannot send your valuables home — you can choose to have them checked in and placed in an envelope called a “RECORD OF PATIENT VALUABLES.” It will be sent to the UCI Public Safety Office. However, if you decide to keep your valuables by your bedside, we are not responsible if they get lost damaged or stolen.

Prohibited items



There are certain items that are never allowed at UCI Health. Prohibited items include firearms, knives, self-defense weapons, drugs (both legal and illegal), alcohol, tobacco products, e-cigarettes, lighters, matches and other items that are prohibited. The information above is only a part of the full policy on patient belongings, valuables and prohibited items at UCI Health. If you need more information or have any questions, please contact Patient Relations at 714-456-7004 (option 5).



During your stay

Our devoted team of nationally recognized doctors and nurses are here to give you excellent care. We are committed to your comfort and giving you the world-class care you expect.



Your care team:



Attending doctors wear long, white coats. They are responsible for supervising and teaching resident doctors. They diagnose, treat, order exams and more.

Resident doctors wear long, white coats. They have finished a medical degree and are completing added specialty training.

Nurses wear navy blue scrubs. They give you medicine, conduct assessments and coordinate your care.

Nurse managers oversee the medical unit or floor, including all nursing and support staff.

Case managers serve as patient advocates to support, guide and coordinate discharge.

Nursing assistants wear gray scrubs. They are also called nurse-aids. They help you with daily hygiene, meals and more.

Enhancing communication with your care team:



It is a hospital standard that your doctors and nurses work together when reviewing your care plan. We encourage patients to get involved in their care. Here is what you can do to add to your care:

- Use the call-light to ask for your nurse when your doctor is at the bedside.
- Let your care team know if you would like your family member to join when the doctor comes to see you.
- Request an interpreter when English is not your preferred language.
- Let us know what questions you have for your doctor (so it can be written on the whiteboard); or use the enclosed document, "Questions for my care team."
- Share your feedback about the care you are receiving with your healthcare team.

During your stay

Services



Spiritual care

Hospital stays can be a hard event for patients and their loved ones.

The chaplain's spiritual advisors can provide you and/or your family members with:

- A prayer companion
- A blessing for newborns
- Consultation regarding spiritual or dilemmas
- Preparation and blessing for the afterlife

Make a request with your healthcare team if you would like spiritual support.

Television

Relax and enjoy calming music on channels 42, 44, 48 and 49, or watch a movie, available on-demand in English and Spanish.

Access Wi-Fi

1. Connect to the wireless network "UC Irvine Health Guest."
2. Open a web browser. Our UC Irvine Health Guest network will prompt you to click on "I Agree."

Language services



Our language services program provides interpreter services to our patients and their loved ones. Please contact your nurse for this service.

Dining



Ordering Meals

Menus are available at the nursing station. Meals are ordered like room service. Please order early so our team has time to prepare and deliver your food.



Scan the QR code to view our menu and dial 456-3663 to place your order between 7 a.m.-7 p.m.

Housekeeping



We are here to support your comfort as you heal. If you need extra room cleaning or additional bedding items, please reach out to a nursing assistant. We want your stay to be as comfortable as possible.

Access your chart



MyChart is an online and secure patient portal that can be used during your inpatient stay to keep you in the know.

It allows you to be an active partner with your care team. You can:

- Request appointments and refills
- Communicate with providers
- See test results
- Access records and pay bills



Visit my.ucihealth.org/UCI/accesscheck.asp or scan the QR code with your smartphone. Enter the MyChart activation code as it appears on the "After Visit

Summary" attached to your discharge instructions and follow the prompt online.

Need help? Call our MyChart patient support team 1-833-4MYCHRT (1-833-469-2478). 6 a.m.-10 p.m., seven days a week.

Discharge Hospitality Lounge

Some patients will go to the Hospitality Lounge prior to leaving UCI Health. The Hospitality Lounge is the perfect place to prepare you to go home with our highly trained staff.

The lounge is staffed with nurses and nursing assistants in a small setting. You will get personalized care as you are awaiting final arrangements for your discharge to be made from the hospital.

Going home

Patient Discharge Planning Checklist

We want to keep you well informed about your care and discharge planning. Please review this checklist. This will help you know what you need to plan for a smooth discharge from the hospital. **Please ask your nurse for information if you answer NO to any of these questions:**

YES	NO	Question
		Do you know your estimated discharge date (the day you are going home)?
		Do you have ride arrangements when you leave the hospital?
		Do you have clothing with you, or is someone bringing you clothing that is appropriate to wear when you are discharged?
		Do you have all the belongings you brought with you to the hospital, including medicines?
		Have you gotten back any belongings or valuables that were checked in with the UCI Public Safety Office?
		Does the person who is picking you up know where to go?
		Do you have all the supplies and equipment you will need for home care? Write down the name and phone number of a person you can call if you have questions about equipment.
		Do you have your discharge prescriptions?
		Do you have friends or family to assist you at home?
		Did you make your follow-up appointment with your primary care physician (within 1 week from your estimated discharge date)?
		If you have any questions about: diet, activity, medicines or follow-up appointments, please reach out to your nurse.



Use this QR code to schedule an appointment with a UCI Health primary care physician.

Resources

The agencies listed here have information on community services. You can get help with home-delivered meals, rides to appointments and making long-term care decisions. Ask a UCI Health care team member for more information.

Area Agencies on Aging (AAAs) and Aging and Disability Resource Centers (ADRCs): Helps older adults, people with disabilities and their caregivers. To find the AAA or ADRC in your area, visit the Eldercare locator at eldercare.acl.gov, or call 1-800-677-1116.

Medicare: Provides information and support to caregivers and people with Medicare. Visit [Medicare.gov](https://www.medicare.gov)

Long-Term Care (LTC) Ombudsman Program: Advocates for and promotes the rights of residents in LTC facilities. Visit ltcombudsman.org to learn more.

Senior Medicare Patrol (SMP) Programs: Works with seniors to protect themselves from the economic and health-related results of Medicare and Medicaid fraud, error and abuse. To find a local SMP program, visit [smpresource.org](https://www.smpresource.org) to learn more.

Centers for Independent Living (CILs): Helps people with disabilities live independently. For a state-by-state directory of CILs, visit <https://acl.gov/programs/aging-and-disability-networks/centers-independent-living> to learn more.

State Technology Assistance Project: Has information on medical equipment and other assistive technology. Visit [resna.org](https://www.resna.org), or call 1-703-524-6686 to get the contact information in your state.

National Long-Term Care Clearinghouse: Provides information and resources to plan for your long-term care needs. Visit [longtermcare.gov](https://www.longtermcare.gov) to learn more.

National Council on Aging: Provides information about programs that help pay for prescription drugs, utility bills, meals, healthcare and more. Visit [benefitscheckup.org](https://www.benefitscheckup.org) to learn more.

State Health Insurance Assistance Programs (SHIPs): Offer counseling on health insurance and programs for people with limited income. Also help with claims, billing and appeals. Visit [shiptacenter.org](https://www.shiptacenter.org), or call 1-800-MEDICARE (1-800-633-4227) to get your SHIP's phone number. TTY users can call 1-877-486-2048.

Medicaid: Helps with medical costs for some people with limited income and resources. To find your local office, visit [Medicare.gov/contacts](https://www.Medicare.gov/contacts), or call 1-800-MEDICARE.

You have the right to get Medicare information in an accessible format, like large print, Braille or audio. You also have the right to file a complaint if you feel you've been discriminated against. Visit [Medicare.gov/about-us/accessibility-nondiscrimination-notice](https://www.Medicare.gov/about-us/accessibility-nondiscrimination-notice), or call 1-800-MEDICARE (1-800-633-4227) for more information. TTY users can call 1-877-486-2048.

Call about home care

We care about your health and how you are feeling at home.

What to expect from your follow up call

An automated phone call from 714-790-9477 will be made from **Cipher Health** in order for us to identify any post discharge issues and provide any needed support for you.



The Caller ID will read

Landline: UCI Health

Mobile Device: Orange, CA

The automated follow-up phone call steps:

Step 1: You will receive **a call or text message from our automated system** to check in with you 24 hours after being discharged.

Step 2: You will be asked a few questions about your health and progress. **Please reply to the text message or answer the call questions using the phone keypad.**

Step 3: **Based on your answers,** a clinician may call you back to offer help and instructions.



Your hospital experience

How can I share my thoughts and feedback from my experience as a patient at UCI Health?



Complete the patient experience survey!

- We will reach out via email, phone and text message once you are discharged
- The survey will review the service and care you received while in the hospital
- You will have a chance to express gratitude to UCI Health staff members
- You will have a chance to share how we can enhance your experience

Please look for the survey. We value your thoughts and feedback.

Your experience matters

Office of patient experience

Ask. Speak up. Show appreciation

The Office of Patient Experience is committed to ensuring that UCI Health provides a welcoming, healing, caring and safe environment for families, visitors and each other.

Ask



Do you have a question/concern? Our dedicated team of patient experience specialists is here to assist patients and families to ensure that your experience with UCI Health is a positive one.

Speak up



While at the medical center, all complaints or concerns should first be discussed with a nurse manager, nurse or doctor. If you are still not completely satisfied with the quality of care you received, please contact us. Your discussion with us will be kept confidential.



You may submit your comments and feedback by phone, email or mail.

Phone:

714-456-7004

Email:

healthexperience@hs.uci.edu

Mail:

Office of Patient Experience
UCI Health
P.O. Box 14091
Orange, CA 92868-4091

Please remember to include the following information in your communication with us:

- Your name
- The patient's name
- Date/s of service
- Location of service
- Patient's medical record number or date of birth
- A phone number or email address where you can be reached

Show appreciation



Would you like to thank a UCI Health staff member? You can express your gratitude to a staff member by filling out an online form at ucihealth.org/feedback or by using this QR code.



Same Day, At-Home Medical Care

UCI Health DispatchHealth brings medical care to you, in the comfort of your home.

DispatchHealth is working locally with UCI Health to bring convenient and affordable same-day medical care to your home for urgent, but **non-life-threatening** health issues.*

How it works

- **Request care:** You can request DispatchHealth's services by calling [949-594-0447](tel:949-594-0447), or visiting our website at request.dispatchhealth.com. We are available 8 a.m. - 10 p.m., 7 days a week including holidays. No pre-registration required!
- **Explain your symptoms:** You'll provide a few details about your illness or injury and other information like your primary care provider's name.
- **A medical team you can trust:** We arrive within a few hours to provide treatment. Each team includes a nurse practitioner (NP) or physician assistant (PA), along with a medical technician. An on-call emergency medicine doctor is always available by phone for consultations.
- **We take care of the rest:** We will call in any prescriptions you might need, update your doctor and work directly with your insurance to process billing.

For non-life-threatening injuries and illnesses, call UCI Health DispatchHealth at [949-594-0447](tel:949-594-0447) or visit DispatchHealth.com. Available 8 a.m. - 10 p.m., 7 days a week, including holidays.



Same Day, At-Home Medical Care

What DispatchHealth Treats

We treat simple to complex minor injuries, all in the comfort of your home.

- Bronchitis
- COVID-19 symptoms
- Croup
- Diarrhea / nausea / vomiting
- Dehydration
- Fever
- Flu
- Headache / migraine
- Nosebleeds
- Respiratory infections
- Pneumonia
- Shortness of breath with COPD
- Significant skin infections
- Strains, sprains and minor fractures
- Urinary tract infections
- Weakness
- And more

Procedures we perform include:

- EKG
- IV fluids, medications and antibiotics
- Stitches
- Splinting
- Lancing of abscess (boil)

- Advanced on-site blood testing
- Urinary catheter insertion
- Rapid infectious disease testing (flu, COVID-19, strep, mono, etc.)
- And more*

What DispatchHealth Does Not Treat

If you are experiencing any of the following symptoms, call 911.

- Chest pain
- Confusion
- Hallucination
- Intentional overdose or suicidal thoughts
- Loss of consciousness
- Loss of vision
- Moderate to severe shortness of breath
- Rectal bleeding
- Severe abdominal pain
- Stroke symptoms: numbness or weakness on one side, difficulty speaking, swallowing or walking
- Vomiting blood

A low-cost health care solution.

DispatchHealth is in-network with most health insurance plans and is often the same out-of-pocket cost of an in-network urgent care center. The percentage of the total bill you're responsible for is determined by your insurance plan. Available 8 a.m. – 10 p.m., seven days a week, including holidays. [949-594-0447](tel:949-594-0447) or [DispatchHealth.com](https://www.dispatchhealth.com)

*For life-threatening and time-sensitive injuries and illnesses, patients should call 911 or go to the nearest emergency room. DispatchHealth shouldn't be used in a life-threatening emergency and doesn't replace your primary care provider. DispatchHealth complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. ©2021 DispatchHealth. All Rights Reserved.